

Adding Value Through New Roles: RSVP, St. Joseph Mercy Oakland

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RSVP Transition Specialist

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BeRemarkable.



History

Why?

Build community health and relationships by meeting patients where they need care and when they need it.


January 2015
Bloomfield Township
Fire Department
approached St.
Joseph Mercy
Oakland.

July 2017
Expansion
of Program
to STAR
EMS

August 2015
First RSVP
Visit
Conducted

May 2019
State of Michigan
Approval for RN
Conducted Visits

RSVP OBJECTIVES



Assist with transition to home, providing continuity of care, prevent avoidable hospital re-admissions and enhance healthy outcomes

Assess for medical needs

Assure the patient understands and is taking their medications correctly

Assure the patient understands their d/c instructions

Assure the patient has scheduled follow up appointments

Home safety check

Choosing RSVP Candidates

High risk for re-admission diagnosis

Referrals from Case Managers, Transitions of Care, Social Work, PCP's office, daily screening of admissions.

Patients are seen → Program Explained/
Offered → Consent obtained.



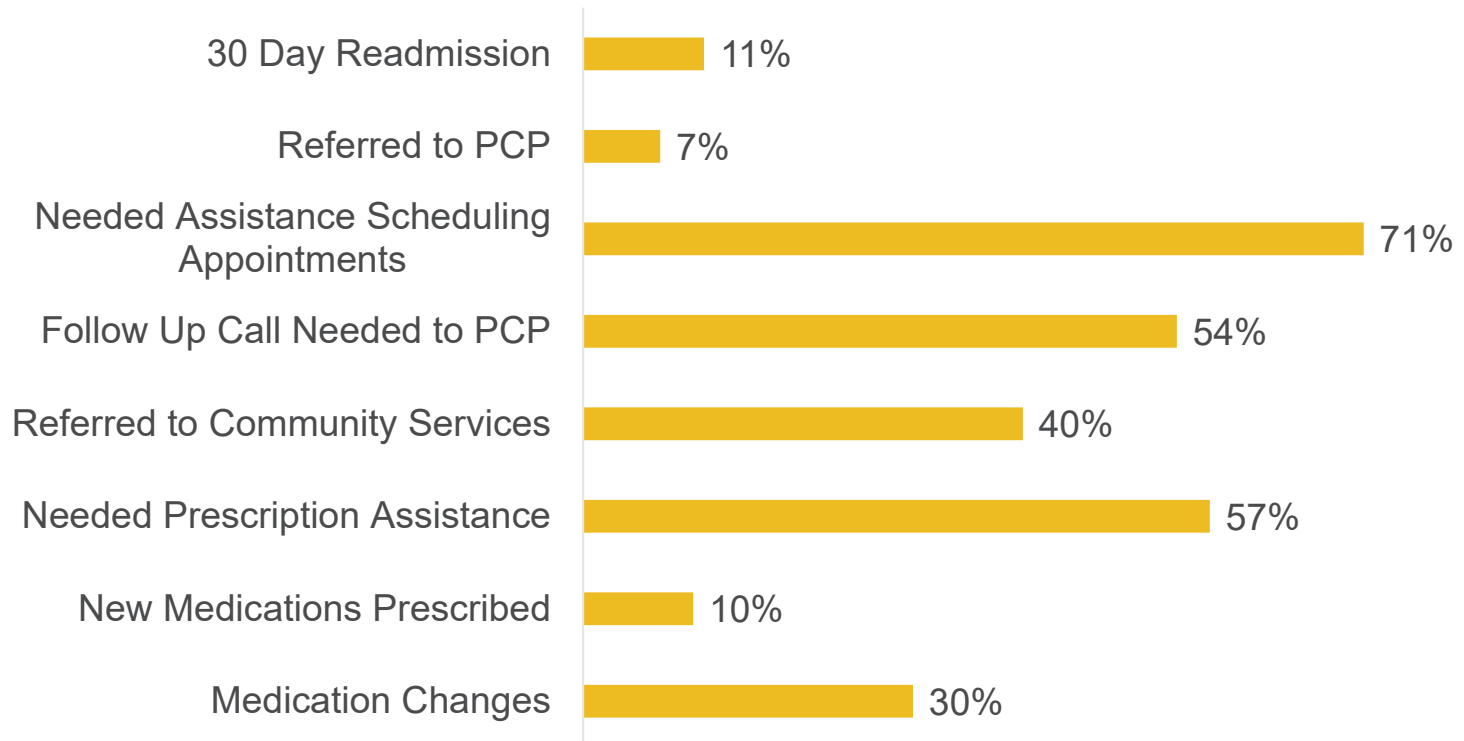
The Paramedic's Role

- Patient Assessment
- Medication Reconciliation
- Home safety check
- Communication with RSVP providers via HIPAA compliant secure video platform
- Education, demonstration, review, reinforcement of discharge instructions and medication adherence



Visit Intervention Details

Percentage of Patients (341 Total) Needing Intervention



Patient Comments

They allayed many of the concerns we had."

"The paramedics found that I wasn't taking my medication correctly and I was taking the wrong meds."

"The extra support offered is greatly appreciated."

"Thanks to a wonderful team."

"They alerted me that my oxygen level was set too low and I didn't even realize it."

"The paramedics were outstanding."



Lessons Learned

- Robust infrastructure vital to program success
- Transition Specialist must possess critical thinking and strong communication skills and understand EMS operations
- The discharge process is vital to reduce avoidable readmissions
- Know what you want, why you want it, and what you plan to do with data collected
- “First fill” of prescriptions is helpful in preventing readmissions
- Barriers to successful home recovery exist, regardless of socioeconomic status



Comments or Questions?